

## RILEY COUNTY, KANSAS JOB DESCRIPTION

<b>Job Title:</b>	<b>CUSTOMER SERVICE REPRESENTATIVE I – AS NEEDED</b>	
<b>Department:</b>	Public Works	<b>Division:</b> Solid Waste
<b>REPORTS TO:</b>	Assistant Public Works Director	
<b>Pay Grade:</b>	F	<b>Status:</b> On Call/As Needed
<b>FLSA Status:</b>	Non-Exempt	

**Position Summary:** This position is responsible for operating and securing the scale house at the Riley County Transfer Station. A person in this position is responsible for weighing, inspecting and assessing charges, to the public and commercial trash haulers, for the disposal of municipal solid waste in the transfer station and other waste areas using automated scale and computer systems. This employee exercises considerable discretion in planning daily work and carrying out work details. Supervision is provided by the Assistant Director of Public Works through consultations and periodic review of the work performed.

### ESSENTIAL FUNCTIONS:

- Opens and closes transfer station gates and scale house - This position is responsible for operating and securing the transfer station scale house accepting disposal of 50,000 tons of solid waste and 9,000 tons of yard waste annually.
- Weighs and inspects loads of municipal solid waste - applies charges to various types of waste, prepares receipts, and receives payment from the general public and commercial trash haulers using automated scales and computer systems.
- Collects, records and accounts for money and checks received. Checks and balances daily tonnage to receipts before transfer to bookkeeper.
- Verifies and records weight amount on scale tickets from transfer station contractor - prior to transfer to landfill.
- Inspects loads of municipal solid waste for hazardous or unacceptable materials - rejects loads and redirects patrons to alternate disposal sites.
- Directs customer traffic for unloading - municipal solid waste, leaves, grass, wood chips, trees, brush, firewood, and appliances in the transfer station building, yard waste collection area, wood chip disposal area, tree and brush disposal area, appliance yard, and future tire disposal area. Directs patrons to sort appliances with freon to separate piles for reclamation.
- Supervise, weigh, and record customer removal of fire wood, compost and wood chips - from the transfer station recycle areas.

### SECONARDY FUNCTIONS:

- Assists other bookkeepers with the cost accounting process by pricing, totaling, and summarizing time cards, equipment use records, material charge sheets and other records.
- Places charge account numbers on commercial customer vehicles.
- Measures vehicles to determine cubic yards for assessing charges when scales are inoperative.
- Cleans interior and exterior of scale house as needed.
- Performs related work as required during and after regular hours, any day of the week, including holidays.

## **POSITION REQUIREMENTS:**

**Education:** Graduation from high school or equivalent.

**License(s)/Certification(s):** Valid driver's license.

**Experience:** One to three years of office experience. Knowledge of the methods and practices essential to the operation of automated scales and computer software for solid waste operations;

**Skills:** Basic knowledge of computer operation. Ability to make mathematical computations with efficiency and accuracy. Ability to express communications clearly and concisely both verbally and in writing. Ability to operate automated truck scales, computers, calculators, and related office equipment. Ability to work independently with little supervision. Ability to understand and follow complex oral and written instructions; Ability to establish and maintain effective working relations with other employees, and the general public.

### **Supervisory Control:**

The employee uses initiative in carrying out recurring assignments and routine tasks, but refers deviations, problems, and unfamiliar situations to the supervisor.

### **Supervisory Responsibility:**

This position does not supervise others except seasonal employees on an occasional basis.

### **Guidelines:**

Guides include computer hardware and software manuals, scale operators manuals, Kansas Department of Health and Environment - Transfer Station Operation regulations, standard bookkeeping principles, and established methods and procedures. Other guidance is provided by the county personnel regulations and instruction from supervisors.

### **Complexity:**

The decision regarding what needs to be done is routine, in strict accordance with written policies and regulations, but involves difficult situations dealing with the public regarding disposal charges, their inability to pay for dumping after the load is dumped, and the rejection of loads with certain unacceptable wastes. At times, the work load is intense and a high degree of mental concentration is required to simultaneously track 10 - 20 customers unloading, at the same time, in the transfer station.

### **Scope & Effect of Work:**

The scope of the work is to accept thousands of loads of municipal solid waste from the residents of Riley County, to facilitate the proper disposal of 50,000 tons of solid waste and 9,000 tons of yard waste annually. This equates to the disposal of approximately 17,000 loads of municipal solid waste and 19,000 loads of yard waste.

If the service provided by this position is not properly performed, the public is immediately affected, KDHE violations may be cited, the waste transfer process is halted, or fees may be lost and cash may be unaccounted for, and the county may have to pay fines or penalties.

### **Personal Contacts:**

The contacts are with members of the general public, commercial trash haulers, co-workers, and

supervisors in a fairly structured setting.

**Purpose of Contacts:**

Obtains, clarifies, and gives facts or easily understood information to mostly cooperative but occasionally disgruntled persons. Contact occasionally involves difficult situations dealing with the public regarding disposal charges, their inability to pay for dumping after the load is dumped, and the rejection of loads with certain unacceptable wastes.

**Physical Demands/Effort:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand; walk; sit; use hands to finger, handle, reach with hands and arms; talk or hear; climb and bend. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception.

**Work Environment/Conditions:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate with some exposure to loud trucks and heavy equipment.

Approved: \_\_\_\_\_ Date:  
(Supervisor)

***The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related or a logical assignment of the position.***

***The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.***